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**SSI Milwaukee County Managed Care Advisory Committee
Consumer Rights and Enrollment Workgroup**

September 8, 2004

AGENDA

- 9:55 a.m. Sign In**
- 10:00 a.m. Welcome and Introductions**
- 10:05 a.m. Purpose of Committee:** Review of Goal Statement and Expected Work Products
- 10:10 a.m. Timeline and Logistics for Workgroup Output**
- 10:20 a.m. Distribution of Handouts:** Existing Documents
- 10:30 a.m. Discussion of Work Product #1:** Grievance Procedures
- 11:15 a.m. Discussion of Work Product #2:** Guidelines for Ombudsmen and MCO Advocates
- 11:50 a.m. Agenda for Next Workgroup Meeting**